


proposed solution, however, will neither solve nor even diminish problems in the Gulf. The proposed GMSA "Coastal Zone," in which third parties may submit Phase II applications for unserved area, will only create additional interference problems with land-based signals.

GTE urges the Commission to adopt the alternative proposal being set forth by ALLTEL, which would satisfy the needs of both land-based and water-based carriers. GTE recommends that the Commission permit land-based and Gulf-based carriers to establish contours into the Coastal Zone consistent with standards of good engineering practice, subject to the caveats outline in Section II above. This solution will permit land-based carriers to provide reliable cellular service to land-based customers along the coastline. Additionally, water-based carriers may retain their ability to follow drilling sites without any potential loss or modification of their CGSAs. GTE is hopeful that, as

a result of this proceeding, its customers will finally get the kind of dependable cellular service they both need and deserve.

Respectfully submitted,

GTE SERVICE CORPORATION

By: 

Andre J. Lachance  
GTE Service Corporation  
1850 M Street, N.W.  
Suite 1200  
Washington, D.C. 20036  
(202) 463-5276

Katherine M. Harris  
Nicole M. McGinnis  
WILEY, REIN & FIELDING  
1776 K Street, N.W.  
Washington, D.C. 20006  
(202) 719-7000

John F. Raposa  
GTE Service Corporation  
600 Hidden Ridge, HQE03J27  
Irving, Texas 75038  
(972) 718-6969

Its Attorneys

May 15, 2000

## **EXHIBIT A**

**CUSTOMER FEEDBACK**  
**RECEIVED THROUGH GTE RETAIL STORE**

4/9/00

Customer Name:	Cell Number:
Comments: Business Phones	
It's affecting his business greatly	
Customer Name:	Cell Number:
Comments: Business Lines	
- They are losing lots of business -	
Customer Name:	Cell Number:
Comments: Business line - originally switched	
from Diginet & is now thinking about switching back.	
Customer Name:	Cell Number:
Comments: 2 lines	
Cannot deal out anywhere -	
phone is useless	

1-800-102-2242

Customer Name: _____	Cell Number: _____
Comments: <u>phone is used for work</u> <u>Pli "The customer This is GTE'S</u> <u>FAULT NOT "FEE'S" + he <del>was</del> wants something</u> <u>to be done immediately - ITS not out of</u> <u>our hands - we (GTE) just wants to put it in</u> <u>a monkeys back" - Pres The customer.</u>	

Customer Name: _____	Cell Number: _____
Comments: <u>Has 4 people wanted to get cell</u> <u>phones + is having to send</u> <u>elsewhere - They currently have</u> <u>phones with us now.</u>	

Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	

Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

phone not available in Gulf Shores and  
has cost us money plus loss of business.  
Our business phone was used in Gulf  
Shores. We've been charged roaming charges that  
should not have been.

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

CAN'T GET SERVICE IN THE GULF SHORES  
AREA. OF COURSE THIS BRING ON A TON OF  
PROBLEMS LIKE LOSS OF BUSINESS & PERSONAL  
CONTACTS WHICH ARE VERY IMPORTANT.

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

SERVICE IN GULF SHORES IS - NO SERVICE  
WE GOT THIS PHONE BECAUSE OF MY  
HUSBAND'S HEALTH AND NOW IT ISN'T ANY  
GOOD TO US.

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

NEED SERVICE

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

Live at Gulf Shores adjacent to Gulf Shores Golf Club - I spend 90% of my time either at home or on the Golf Course. My cell phone is dead in this area - I am paying \$50/month for nothing

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

Work in Gulf Shores. Have to have my cell phone for my job or I will lose it. I am paying for nothing - no service.

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

Run charter boat in Gulf & business is in Gulf Shores, Fort Morgan Area. Basically out of business as cell phone is only communication

Customer Name: \_\_\_\_\_

Cell Number: \_\_\_\_\_

Comments:

I work in Gulf Shores and my cellular phone does not work. I work in my car all day long. Can Coastal Communication cover my service if we get hit by a hurricane?



Customer Name: _____	Cell Number: _____
Comments: NO SERVICE IN Orange Beach AL	
OR Gulf Shores AL	

Customer Name: _____	Cell Number: _____
Comments: WILL there be service in GULF STORES, AL	
any time soon?	

Customer Name: _____	Cell Number: _____
Comments: No service in Gulf Shores	

Customer Name: _____	Cell Number: _____
Comments: No service in GS is a problem	

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: First does not have  
coverage in Gulf States this  
is a business

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: She will have to cancel svc due to the  
fact that her husband is bedridden  
& needs to be able to get in touch  
with her & cannot in Gulf States -  
Cancelling

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4-11

Customer Name:	Cell Number:
Comments: Cust will cancell due to NO SR in home area. (5 lines)???	

Customer Name:	Cell Number:
Comments: Call to cancel	

Customer Name:	Cell Number:
Comments: Cust can use phone until in home area or at work loosing business, will give a week or so to see if resolved, if not will cancell	

Customer Name:	Cell Number:
Comments: Cust can not use phone in home area	

Customer Name: _____	Cell Number: _____
Comments: <u>Calling to Cancel</u>	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: Cannot use phone  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: Please soon turn the  
tower back on or we will  
be forced to change  
services  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: SEE Above  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: Very upset, will call  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: ERA Realty

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: MY CELL PHONE DON'T WORK  
IN GULF SHORES - IT USED TO!

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: will' cancell due to NO Svc  
in Home area.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: Line in Ft Morgan can not  
use at all. wants to cancell  
#300 MONTH customer, local land line was  
canceled & their customer service in non existent/rude  
could give a —, care)

4/9/00

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: Business Phones  
Its affecting his business greatly

X

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: Business Lines  
- They are losing lots of business -

X

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: Business line - originally switched  
from DigitalS & is now thinking  
about switching back.

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Comments: 0 - 0 - 2 lines  
cannot dial out anywhere -  
phone is useless

X

1-800-762-2242

Customer Name: _____	Cell Number _____
Comments: phone is used for work	
Plu "The customer This is GTE'S FAULT NOT THE FCC'S" + he <del>was</del> wants something to be done immediately - ITS not out of our hands - we (GTE) just wants to put it on a monkey back" - Res The customer.	

Customer Name: _____	Cell Number: _____
Comments: Has 4 people wanted to get cell phones + is having to send elsewhere - They currently have phones with us now.	

Customer Name: _____	Cell Number: _____
Comments: _____	
_____	
_____	
_____	
_____	

Customer Name: _____	Cell Number: _____
Comments: _____	
_____	
_____	
_____	
_____	



**BUSINESS CUSTOMER FEEDBACK  
THROUGH GTE FIELD SALES PEOPLE**

GTE Wireless

☎ 334 344 2595

04/24/00 09:19 □ : 01/01 NO: 758

FROM : Panasonic FAX SYSTEM

PHONE NO. :

Apr. 10 2000 01:53PM P2

*Gulf*

**ROBERTS AIR CONDITIONING  
BOX 3987  
GULF SHORES, AL 36547  
334-968-7600 334-968-7300 FAX  
334-990-3500 EASTERN SHORE  
850-492-9500 FLORIDA**

**4-10-2000**

**GTE Wireless**

**By fax: 813-290-6950**

*On Friday, 3-31-2000, you turned off our local cell sites that serve the area in which we work. Since then our cellular phones are almost unusable in most parts of the Pleasure Island & Gulf Shores area. Today I called customer service to request that you disconnect the phones listed below and terminate any time remaining on any and all of our contracts.*

*The representative that I talked with advised that she would terminate the service as requested but there would be a charge for early termination on some of the contracts. I am hereby requesting that all charges of this type be voided. We have been using GTE (Cantel) since 1985 and would not be cancelling service with you if this problem did not exist.*

*Respectfully,*

*Vic Roberts*  
**Vic Roberts**

**cc: Jim Curren**

**RECEIVED DATE : 04/10/00 13:42 FROM :**

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
✓ Comments: City of Orange Beach Fire Dept.  
Cannot use phones in Gulf Shores  
to arrest Gulf Shores  
Fire Dept

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
✓ Comments: Blue Dolphin TAXI  
- Tony Sykes  
Business has been shut down  
Since 3 weeks ago  
Have not been able to use phone

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
✓ Comments: Gulf Shores title  
Business deals with realtors  
Cannot use phones

Customer Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

phammer@mobinet.gte.com

<p>Customer Name: _____</p> <p>Comments: <i>* Aguilera Seaford</i>  <i>cannot use phones at all</i>  <i>in Ben Seconia Delphi</i>  <i>Blvd.</i></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>

phammer@mobilnet.gte.com

Customer Name: _____	Cell Number: _____
✓ Comments: <u>Convention Visitors Bureau</u> <u>Cannot use phones for business</u> <u>Alamy City clients</u>	
Customer Name: _____	Cell Number: _____
✓ Comments: <u>Gulf Shores Police Dept</u> <u>All cancelled. Cannot use</u> <u>Service to replace radios</u> <u>in an emergency</u>	
Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	
Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	

phammer@mobilnet.gte.com

RECEIVED DATE : 04/21/00 09:38 FROM : 334 344 3595

<p>Customer Name: _____</p> <p>Comments: <u>Tom Norwood Associates</u>  <u>Cannot do business</u>  <u>AT all. XL'D SVC</u>  <u>Very upset w/situation</u></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>

phammer@mobilnet.gte.com

✓	Customer Name: _____	Cell Number: _____
Comments:	A quila. Sealed Box Screen Cannot use phones at either home, nor office	
Customer Name: _____	Cell Number: _____	
Comments:	Nelsons Net Shop Cannot use phones at business and girlfriends very upset.	
✓	Customer Name: _____	Cell Number: _____
Comments:	Frick Company Cannot use phone by house Cannot conduct busi.	
Customer Name: _____	Cell Number: _____	
Comments:		

phammer@mobinet.gte.com

<p>Customer Name: <u>BernAX GulfShores</u></p> <p>Comments: <u>Company has been w/ GTE 7 years</u>  <u>No service in Gulf Shores</u>  <u>Cannot accomplish</u>  <u>any business Vly upset</u></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____          _____          _____          _____          _____</p>	<p>Cell Number: _____</p>

\*

phammer@mobinet.gte.com



<p>Customer Name: _____</p> <p>Comments: <i>Kush Realty 2 office GS (13)</i>  <i>Co cannot use any</i>  <i>phones in Gulf Shores</i>  <i>Irrate</i></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell Number: _____</p>

phammer@mobilnet.gte.com

Customer Name: _____	Cell Number: _____
Comments: <u>ERA Commander. Has 5 office</u> <u>in South Baldwin County.</u> <u>They cannot conduct</u> <u>business in Gulf Shores.</u> <u>Very upset with</u>	
Customer Name: _____ Cell Numt: _____ Comments: _____ _____ _____ _____ _____	
Customer Name: _____ Cell Number: _____ Comments: _____ _____ _____ _____ _____	
Customer Name: _____ Cell Number: _____ Comments: _____ _____ _____ _____ _____	

\*

phammer@mobilnet.gte.com

✓	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Customer Name: <u>Brett/Robinson Real Estate Group</u> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Comments: <u>Company built 15 condominiums</u>  <u>along shoreline and has 3 offices.</u>  <u>in Orange Beach &amp; in Gulf Shores.</u>  <u>And everyone travels the entire</u>  <u>Island. Service in OB not</u> </div>
	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Customer Name: <u>Absolutely none in Gulf Shores</u> </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Comments: _____              _____              _____              _____              _____         </div>
	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Customer Name: _____                 </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Comments: _____              _____              _____              _____              _____         </div>
	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Customer Name: _____                 </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Comments: _____              _____              _____              _____              _____         </div>

phammer@mobilnet.gte.com

## **EXHIBIT B**

> -----

> From: Bridges, John E

> Sent: Friday, April 28, 2000 2:48 PM

> To: Kraft, C.J.

> Subject: FW: Pending case # WT Docket No. 97-112

>

> This is the first letter from the Orange Beach Police Dept.

> John E Bridges

> <<...>>

> Business Sales Manager

> Mobile, AL

> Office 334.304.2314

> Fax 334.344.2595

> Cellular 334.421.7100

>

> -----

> From: Chief Robert L. Vinson[SMTP:chief@obpd.org]

> Reply To: Chief Robert L. Vinson

> Sent: Friday, April 28, 2000 12:04 PM

> To: jbridges@mobilnet.gte.com

> Subject: Fw: Pending case # WT Docket No. 97-112

>

>

> -----Original Message-----

> From: Chief Robert L. Vinson <chief@obpd.org>

> To: fccinfo@fcc.gov <fccinfo@fcc.gov>

> Date: Wednesday, March 29, 2000 4:43 PM

> Subject: Pending case # WT Docket No. 97-112

>

>

> Dear Sir/Madam,

> I understand that there are plans to turn off towers belonging to GTE in

> the Gulf Shores, Alabama, area. We work closely with Gulf Shores and

> respond to mutual aid there. GTE cell phones are a vital part of our

> operation especially during hurricane season. If this happens it will hurt

> our ability to call back to Orange Beach and to receive calls from Orange

> Beach when we are in Gulf Shores.

>

> Speaking for the Orange Beach Police Department I am strongly opposed to  
> this move.

>

> Robert L. Vinson, Chief of Police

> PO Box 1039

> Orange Beach, AL 36561 (334-981-9777)